

Title (en)
METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR NOTIFYING TELECOMMUNICATIONS SYSTEM TECHNICIANS OF PENDING WORK ORDERS

Title (de)
VERFAHREN, SYSTEME UND COMPUTERPROGRAMMPRODUKTE ZUR BENACHRICHTIGUNG VON TELEKOMMUNIKATIONSSYSTEMTECHNIKERN ÜBER ANSTEHENDE ARBEITSSCHRITTE

Title (fr)
TECHNICIENS DE SYSTEMES DE COMMUNICATION: PROCEDES, SYSTEMES ET PROJICIELS LES INFORMANT DE DEMANDES DE TRAVAIL IMMINENTES

Publication
EP 1847131 A1 20071024 (EN)

Application
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Priority
• US 2005046530 W 20051220
• US 63769904 P 20041221

Abstract (en)
[origin: WO2006069214A1] Methods, systems and computer program products that notify technicians of work to be performed on a telecommunications system are provided. Interconnections with patch panel connector ports are monitored and a work order is generated in response to detecting the relocation of a patch cord connector at a patch panel. A technician automatically is notified that a work order has been generated. The technician is requested to acknowledge receipt of a work order notification. If an acknowledgement is not received within a predetermined period of time, an alternate technician is notified of the work order. A list of work orders are displayed on a display in communication with the telecommunications system. Displayed work orders can be filtered such that the a technician only views work orders he/she is authorized to view. A technician can select a displayed work order and retrieve additional information from a server managing the work orders.

IPC 8 full level
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CPC (source: EP US)
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Citation (search report)
See references of WO 2006069214A1

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US 2005046530 W 20051220; AU 2005319188 A 20051220; CN 200580048208 A 20051220; EP 05855141 A 20051220; IL 18408907 A 20070620; US 31294305 A 20051220